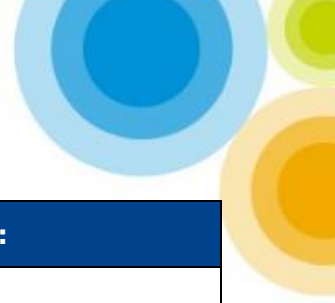


# MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

## Operations & Maintenance Project Officer



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager Bayside & Dandenong	This role has no direct reports.
ROLE PURPOSE	
<p>The Operations and Maintenance Project Officer ensures Waterways &amp; Catchment Services is prepared to contribute towards and enable the safe and effective maintenance and operations of developer constructed assets – within a project environment.</p>	
KEY ACCOUNTABILITIES:	
<p>Maintain our customers' confidence and trust as the region's waterway and catchment manager within the geographic area of responsibility:</p> <ul style="list-style-type: none"> <li>• Work as a part of a multidisciplinary team, supporting the project manager, to ensure Waterway &amp; Catchment Services is positioned through systems, processes and data to bring developer constructed backlog in to sustainable operations (including civil drainage works and new wetland assets).</li> <li>• Collect and manage internal team input to help inform robust project outcomes.</li> <li>• Communicate progress and key elements of the project relevant to Waterway &amp; Catchment Services.</li> <li>• Incident support during business hours as required.</li> <li>• Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.</li> </ul>	
KEY RESPONSIBILITIES	KPIs
<p><b>Effectively support the project manager and colleagues to ensure project success.</b></p> <ul style="list-style-type: none"> <li>• Attend and contribute to project meetings as required</li> <li>• Deliver actions items within set timelines</li> <li>• Make project decisions on behalf of Waterway &amp; Catchment Services</li> <li>• Prepare documentation including procedures, instruction notes and communication materials</li> </ul>	<ul style="list-style-type: none"> <li>• Successful delivery of project outcomes as defined by the Project Brief</li> </ul>
<p><b>Represent Waterway &amp; Catchment Services needs and requirements effectively</b></p> <ul style="list-style-type: none"> <li>• Proactively develop and manage relationships with teams to ensure effective input in to the project.</li> <li>• Collect, filter and summarise team feedback relevant to ensure project success.</li> <li>• Regularly communicate progress and how team input is being successfully incorporated in to the project.</li> </ul>	<ul style="list-style-type: none"> <li>• As assessed by manager</li> </ul>

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OFFICIAL

## Operations & Maintenance Project Officer

<p><b>Support inspection of asset condition and performance.</b></p> <ul style="list-style-type: none"> <li>Assist inspection to understand degree of alignment with agreed service levels and guidelines.</li> <li>Be available as required by the project manager and colleagues</li> </ul>	<ul style="list-style-type: none"> <li>As assessed by manager</li> </ul>
<p><b>Understanding and application of systems and processes, including identifying</b></p> <ul style="list-style-type: none"> <li>Ensure approach and understanding for Waterways &amp; Catchments services regarding asset handover is clear and understood amongst teams.</li> </ul>	<ul style="list-style-type: none"> <li>As assessed by manager</li> </ul>
<p><b>Incident preparedness &amp; response support</b></p> <p>Provide tactical and operational support leading up to and during incidents (e.g. flood events, pollution incidents) (as required).</p>	<ul style="list-style-type: none"> <li>Participation in preparing for, and responding to, incidents as required</li> </ul>
<p><b>Safety and Culture</b></p> <ul style="list-style-type: none"> <li>Strong proactive safety management focus and responsibility.</li> <li>Identify and drive continuous improvement in service delivery outcomes through technology, systems and process enhancements.</li> </ul>	<ul style="list-style-type: none"> <li>As assessed by manager</li> </ul>

### SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Experience in and understanding of the underlying principles of in waterway, civil and drainage asset management and maintenance.
- Sound interpersonal skills and an ability to communicate and negotiate clear and effective outcomes with a wide range of people within Melbourne Water.
- Demonstrated analytical and problem solving skills, including the ability to identify problems and use judgement to determine management solutions for a broad range of waterway, drainage and land management situations.
- Ability to follow existing operational process and procedures, and to develop new procedures within policy guidelines.
- Demonstrated ability to build and maintain strong inter-team relationships.
- A proactive, solutions-focused, continuous improvement mindset and demonstrated resilience.

# MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Operations & Maintenance Project Officer



## KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

### Internal

- Waterways & Catchment Services
- Works Delivery
- Service Enablement
- Urban Planning & Development
- Other areas of Melbourne Water, as required

### External

- Contractors and consultant supporting the project

## SALARY RANGE:

- EA salary level 6

## OTHER COMMENTS:

This role requires the following:

- Medical Assessment
- Ability to swim at a competent level due to any work near, on or in water
- This position is eligible for an operational vehicle in line with MW Motor Vehicle policy and procedures
- Driver's license

Location: Primary location SERO with the requirement to travel and work from other MW sites